GeoSIM™ Global SIM Card User Guide

IMPORTANT
PLEASE READ BEFORE INSERTING YOUR SIM CARD

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Thank you for purchasing GeoSIM™, a global GSM service for mobile phones. GeoSIM™ will reduce your mobile roaming charges significantly whilst overseas.

IMPORTANT

YOUR MOBILE PHONE MUST BE UNLOCKED TO FUNCTION WITH GeoSIM™.

Note your **phone number, PIN** and **PIN unlock code (PUK)** for future reference. These were sent to you with your SIM invoice and are printed on the SIM card carrier that your SIM was attached to when you received it.

MAKE A TEST CALL WITH YOUR GeoSIM BEFORE YOU LEAVE ON YOUR TRAVELS TO ENSURE IT WORKS WITH YOUR HANDSET AND YOU ARE FAMILIAR WITH HOW IT WORKS. DO NOT LEAVE IT UNTIL THE LAST MINUTE OR UNTIL YOU ARRIVE AT YOUR DESTINATION !!

If your handset asks for a **"Subsidy Passcode**" after inserting your GeoSIM contact your network provider and request it from them.

Make sure you set your handset "**Band**" or "**Frequency**" selection to "**Auto**" or that you select the correct frequency for the region you are visiting.

Unlocking your Handset

When you purchased your mobile phone, it is likely that your operator will have "locked" your phone to prevent it being used on other mobile networks and use other operators SIM cards.

The quickest and cheapest way to get your phone unlocked is to go to a local independent mobile phone specialist or use one of the many online unlocking services.

Getting Started

Your GeoSIM will require registration and activation before you can use it. Go to www.globalsimcard.co.uk/register_sim to register your SIM.

Your GeoSIM™ connects you to the global GSM network.

1. Break the GeoSIM™ from its plastic transit card

2. Insert GeoSIM™ into your "unlocked" and compatible mobile phone
3. Switch on your phone
4. Select the Profile for the region you are in. Select "Prime" for the UK and Italy, US/North America for USA and Canada (Dual number SIMs only) Global for all other countries
5. Make your calls

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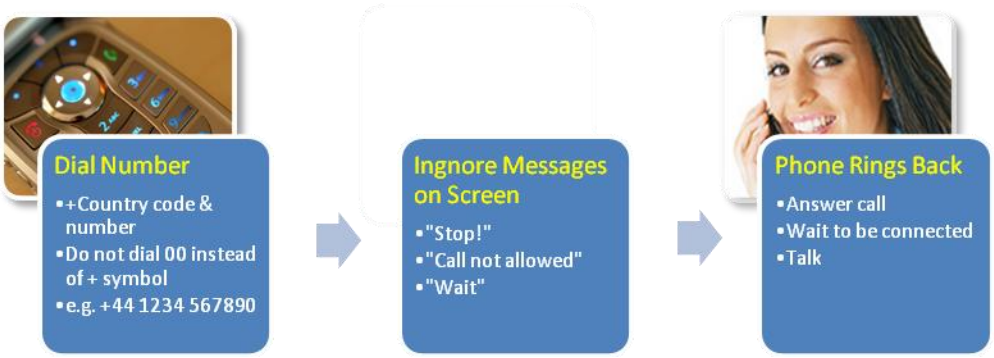
6. If you have a Dual Number GeoSIM, dial 160 or *160# to obtain your US phone number.
7. **NOTE.** If you are first using your SIM in the USA it MUST be on the Global profile when first used. Once you have dialled *160# in the US, you can switch to the US/North America profile. Failing to use the global profile first will prevent your SIM from working properly until you switch to the Global profile and back to the US profile.

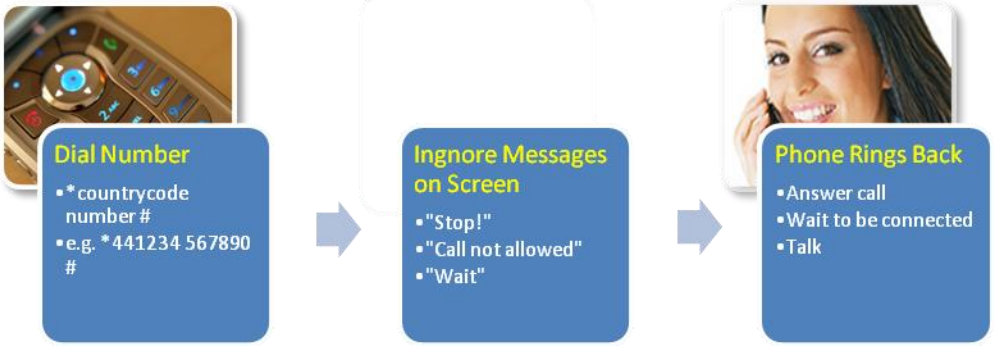
If your handset does not present the Profile selection menu when it starts, dial #988

Making a call

With a compatible handset:



If your phone does not ring back or displays “call barring active” or “Calls Barred”, your handset is not fully compatible and you must use the “Manual Dialing” method.



Notes:

1. You must have credit on your account to make calls

2. **ALWAYS** dial numbers using the full international dialling code (even if dialling in country or within the UK) e.g. to call our office +44 1234 567890 (some phones may not need the + before the country code). DO NOT replace the + symbol with 00

3. **Do not include any preceding zeros in the "area code"**. E.g. to call a London number dial +44207 xxx xxxx NOT +440207.

4. **IGNORE ANY MESSAGES THAT THE PHONE MAY DISPLAY DURING THIS PROCESS. THIS IS NORMAL OPERATION.**

5. After dialling the number, there will be a **short pause** as the service **rings you back to connect** your call.

6. Answer the call in the normal manner and wait to be connected.

RECEIVING CALLS

Your GeoSIM™ number is a UK based number. Give this to anyone you wish to receive calls from∗.

For someone to call you **from outside** of the UK, the correct sequence to dial is +44 7700 xxxxxx or +44 7700 xxxxx depending on your GeoSIM phone number.

If they are calling you from **within the UK**, they only need to dial 07700 xxxxxx.

CHECKING CARD BALANCE

Dial **187** or *187# to check your account balance. If activated, you will receive a text message will be sent notifying you of your remaining balance and cost of the last call. To activate SMS notification, log in to your SIM control panel.

ADDING CREDIT TO YOUR ACCOUNT

Use the "**TOP UP CREDIT**" button on the home page of the www.globalsimcard.co.uk website to add credit to your account. Or use Text2TopUp from your handset.

Credit is **INSTANTLY ADDEDD** to your account.

You can also top up your SIM by Text2TopUp (SMS) or automatically using AutoTopUp. Details can be found at www.globalsimcard.co.uk

ACCESS ADDITIONAL FEATURES OF YOUR GEOSIM

Your GeoSIM has it's own online SIM Control Panel with additional features. The web interface allows you to view your billing and call details, control voice mail, make calls and make conference calls. Go to www.globalsimcard.co.uk and login using your phone number and PIN as your user name and password respectively.

To log into your account use the "log in" and SIM Admin button on the website and use your phone number – including the 44 prefix (**but not the + sign**) – and your PIN as the user name and password respectively.

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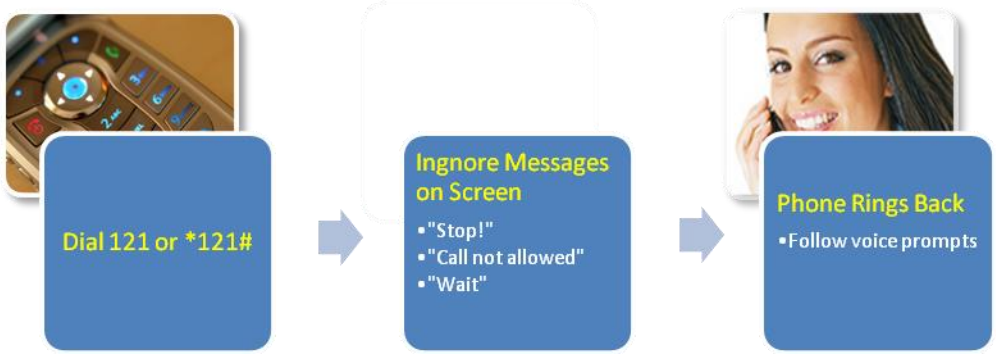
USING VOICEMAIL

FOR A FULL GUIDE ON YOUR VOICE MAIL SYSTEM SEE ADDENDUM BELOW

Voicemail is automatically enabled on your account. An inbound caller will be directed to voicemail if you don't answer within 30 seconds or if your phone is switched off. You will receive a text message indicating the presence of each voice mail.

You can retrieve your voicemail in a number of ways:



To access messages from your handset dial 121 or *121#.

Your messages will play in order of last received. Voice prompts will guide you to skip, reply and delete messages.

Your messages can be emailed to your email address. Log in to your SIM control panel and select the "Send email notification of voice mail" box. The email message will then be sent to the email address you have set in the "Email for notifications" box.

Use your login to access your personal account at www.globalsimcard.co.uk (Your login in details are your phone number and PIN)

There is no charge for retrieving voicemail by email. Charges apply for listening to voice mail using your phone.

To control voicemail from your handset

Dial: **121** Access messages (plays in order of last received).
122 Turns voicemail on.
122xx Sets the time interval before voicemail starts, e.g. 122**35** sets the voicemail to start if there is no answer after 35 seconds.
123 Turn voicemail off.
124 Check settings (indicates your voicemail settings).
125

TEXT MESSAGES

GeoSIM™ supports standard text messaging (SMS) for incoming and outgoing messages. **Keep messages to 160 characters or less**. MMS picture messaging is not yet supported on GeoSIM.

Ensure you always use the +symbol before the country code of the number you are sending and SMS to. Remember that you must always enter the country code of the phone number you are sending the SMS to.

SET UP AND CONFIGURE DATA

All GeoSIMs are enabled for data meaning you can set your SIM up to check emails and access the internet.

1. You will need to setup a new 'Access Point Name' (do not edit other access point) on your mobile handset.

The access point name (**APN**) you need to set up needs to be called **MOBILEDATA**, or GLOBALDATA if you have a Dual number SIM and want to use Data on the US profile.

You do not need a user name, password or any Proxy settings.

2. Change 'Authentication' setting in your phone to normal (not secure)

3. You MAY need to remove all other data connections, otherwise your phone may try to connect to your original suppler.

4. Only select 3G option on your mobile if 3G data service is available. If you SIM does not connect, try setting to 2G service.

When you have finished using data service, **make sure you disconnect manually** otherwise you will be charged for data as your phone may still be connected. Some handsets, Modems or Dongles may ask or need a number to dial, if this is the case with your device, enter*99#

Note that some **Blackberry** devices do not allow a new APN to be set up even if the Blackberry is unlocked. This is a device issue and not a GeoSIM issue.

TROUBLE SHOOTING

If you are encountering technical difficulty, please refer to the following tips. If you cannot resolve the problem, please contact Customer Services.

Cannot make calls

1. Check the SIM is properly installed.
2. Make sure you have a signal.
3. Make sure your phone is compatible.
4. Ensure there is credit on your SIM card.
5. Make sure you have the correct “band” or frequency selected for the region you are in. Most phones switch automatically. Check your Band” settings on your handset.
6. If there is no network coverage, yet you know that mobile services exist in the area, it is possible that there is no roaming agreement in the country you are visiting. Check online at www.globalsimcard.co.uk for a list of countries where GeoSIM™ will work.
7. CHECK TROUBLE SHOOTING on page 4

Call quality

If the quality of your call is poor, ensure you have a proper signal. If you have a good signal, the line maybe at fault – please hang up and dial again.

Other useful information

SERVICE LIFE

The pre paid card has a service life of one year from the date of purchase. However, it can be extended for an additional year by paying an annual fee of £4.99. Call your agent for details.

WHAT COUNTRIES WILL GEOSIM™ WORK IN?

For an up-to-date list of the countries that GeoSIM™ will work in visit www.globalsimcard.co.uk

HELP

For customer help and support, call 154 (9am - 5pm UK time Monday to Friday) from your phone, or call +44 (0)**1908 888670** between the hours of 9am and 5pm UK time Monday to Friday.

We will happily take calls, but email is the fastest way to resolve your problem. **Please supply your GeoSIM phone number** in any correspondence.

Email support@globalsimcard.co.uk

QUICK ACCESS

Dial:

102 +{*number*} – Forwarding
103 - Forwarding off
121 - Voicemail retrieval
122 - Voicemail ON
123 - Voicemail OFF
125 - Check status of features
154 - Customer Service
187 - Account balance

133 – Returns your Phone number

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TROUBLE SHOOTING

I cannot make a call…..

If your SIM will not make outgoing calls it can be for a number of reasons:

No call credit on your account

Go to www.globalsimcard.co.uk and add more call credit instantly using the "Top Up Credit" button.

You may be dialling incorrectly.

Make sure you do not add any prefix 0's before the country code or leading 0' on the area code. You MUST Always dial the country code you are calling, even if calling "in country".

Non compatible handset

If your handset is receiving calls OK it could be that your handset is not fully compatible with GeoSIM.

Try dialling ***countrycodeandnumber#*** followed by the "send" key. Remember to use the # key at the end. This will trigger a manual call back and connect you to the number you are calling.

No Roaming coverage in the country you are in.

Use a Local SIM in your handset and use the SMS call back trigger and forward your GeoSIM phone number to your local SIM. (see below).

Incorrect "Band" or frequency set.

Make sure you set your handset "Band" or "Frequency" selection is set to "Auto" or that you select the correct frequency for the region you are visiting.

I cannot log into my "shopping" Account" to Top Up or purchase another SIM…

Make sure you are entering the correct email address and password. There is a "Forgotten password" link on the log in page. Use this to reset your password. The new password will be emailed to you. Use this to log in and then change your password to something more memorable.

I cannot log into my "SIM Control Panel"

The default user name is your phone number. Enter this is the correct format. E.g. 447xxxxxxxx

"Top Tips"

Here are some "Top Tips" from some of our many customers on getting the best from your GeoSIM.

- Make sure you Top Up your call credit before you travel.
- Keep your Admin, Shopping and SIM PIN's the same to avoid confusion.
- Your "Shopping" PIN must always be the original SIM PIN that was sent with your SIM at the time of purchase.
- Forward your GeoSIM global phone number to your home mobile when you have returned home so you won't miss any calls.
- Use the conference calling feature when you need to talk to more than one person at the same time.
- Use the "Online call set up" if you are near a PC and make cheaper calls than dialling from your mobile.

USEFUL INFORMATION:

Mobile Phone No: _____

PIN: _____

PUK: _____

My Shopping account email address: _____

My Shopping account password: _____

NOTES:

Geodesa Limited Registered Office:
1st Floor St Giles House, 15/21 Victoria Road, Bletchley, Milton Keynes, MK2 2NG, United Kingdom. Company Number: 04580936

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ADDENDUM

GeoSIM Voicemail User Guide

1. An Overview

The GeoSIM system offers a highly flexible, highly capable voice mail system. Among the features that it
offers are:

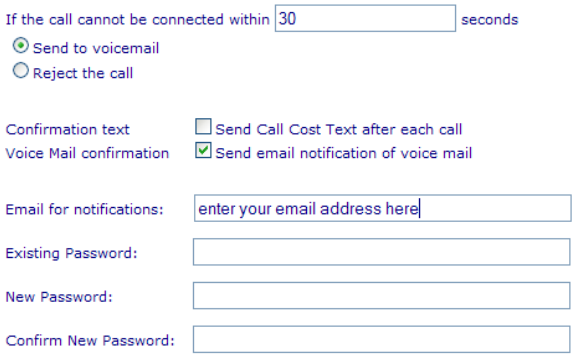
- Three different types of greetings.
- Notification of new messages through email.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

You can access your voice mail messages from your GeoSIM handset by dialing 121 or *121#. Charges will apply to access your voice mail from your GeoSIM.

You can also have your voice mail messages forwarded to your email inbox. To have your messages sent to your email address:

- Log in to your SIM Control panel from the www.globalsimcard.co.uk web site.
- Enter your SIM phone number starting 44 and your Password (PIN or PUK).
- Ensure the “Send to Voicemail” button is pressed
- Tick the “Send email notification”
- Enter your email address in the “Email for notifications” box

Your account should look like this once configured:


If the call cannot be connected within 30 seconds
Send to voicemail
Reject the call
Confirmation text
Send Call Cost Text after each call
Voice Mail confirmation
Send email notification of voice mail
Email for notifications:
enter your email address here
Existing Password:
New Password:
Confirm New Password:

1.1. Types of Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is

intended to let the caller know that you are not able to answer their call. The greeting can also be used to
convey other information like when you will be available, other methods to contact you, or other options
that the caller can use to receive assistance.

The GeoSIM system has three types of greetings:

Busy Greeting

If the GeoSIM system thinks that you are on the phone, the caller will hear your “busy” greeting. Your
busy greeting can either be a generic message, like:

- The person at extension *number* is on the phone.
- *recorded name* is on the phone.

or the busy greeting can be a message that you record.

Unavailable Greeting

If the GeoSIM system thinks that you are unavailable (e.g. you don’t answer the phone or your phone
is not connected to the network) the caller will hear your “unavailable” greeting. The unavailable greeting can either be a generic message, like:

- The person at extension *number* is unavailable.
- *recorded name* is unavailable.

or the unavailable greeting can be a message that you record.

Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of
your “busy” or “unavailable” status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record
your busy and unavailable greetings when you come back.

1.2. Folders

The GeoSIM system allows you to save and organize your messages into folders. There are ten folders:

Folder Names

- New

- Old
- Work
- Family
- Friends
- Folder 5
- Folder 6
- Folder 7
- Folder 8
- Folder 9

When a caller leaves a message for you, the system will put the message into the “New” folder. If you
listen to the message, but do not delete the message or save the message to a different folder, the system will automatically move the message to the “Old” folder.

When you first log into your mailbox, the system will make the “New” folder the current folder if you have any new messages. If you do not have any new messages the system will make the “Old”
folder the current folder.

2. Leaving a Message in a voice mailbox

If you are not able to answer a phone call, the system will allow the caller to record a message that you can listen to later.

To end the recording, the caller can hang up the phone or press the “**#**” button.

3. Accessing Your Mailbox

3.1. Logging In

From your GeoSIM dial 121 or *121#

Before you are allowed to listen to your messages, you may be asked to enter your mailbox number and a password.

3.2. The First Time You Log In

The first time that you log into your voice mailbox, you may be required to change some settings. In particular,
you may be required to:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

3.3. Menus

3.3.1. Main Menu

The main menu will be the first menu that you are presented with once you have logged in.
- "1" Listen to messages in the currently selected folder. See Section 3.3.4 for more information.
- "2" Change folders. See Section 3.4 for more information.
- "3" Advanced options.
- "0" Mailbox options.
- "*" Repeat the menu options.
- "#" Exit from the voice mail system.

3.3.2. Advanced Options in Main Menu

The following buttons may be pressed in the "Advanced Options" menu that was accessed from the Main
Menu.

- "4" Place an outgoing call. **NOT AVAILABLE**
- "5" Leave a message for another user on the system. See Section 2 for more information.
- "*" Return to the main menu.

3.3.3. Mailbox Options

- "1" Record your unavailable message.
- "2" Record your busy message.
- "3" Record your name.
- "4" Record your temporary greeting.
- "5" Change your password.

3.3.3.1. Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary Greeting. If you do have a temporary greeting set you will be presented with the following menu:

"1" Record a temporary greeting.
This will allow you to record a new temporary greeting.

"2" Erase temporary greeting.

Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

"*" Return to the main menu.

3.3.4. Listening to Messages

3.3.4.1. The Message Envelope

The voice mail system will play back the message “envelope”. Depending on how the voice mail system
has been configured, the message envelope may consist of the following items:

- Position.
- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing “1” any time during the playback of the message envelope will skip to the message playback.
The voice mail system will then play back the message.

3.3.4.2. During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- “*” Rewind the message by 3 seconds.
- “#” Fast forward the message by 3 seconds
- “0” Pause the message playback. Press any other button to resume playback.
- “1456789” Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options.

3.3.4.3. After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a
button:

- “1” Go to the first message in the current folder[3].
- “2” Change folders[3]. See Section 3.4 for more information.
- “3” Advanced options. See Section 3.3.4.4.
- “4” Go to the previous message in the folder.
- “5” Replay the current message.
- “6” Go to the next message in the folder.
- “7” Delete or undelete the message.
- “8” Forward the message to another user on the system. **NOT AVAILABLE**
- “9” Save the message to a different folder.
- “0” Mailbox options.
- “*” Replay the prompt.
- “#” Exit the voice mail system.

3.3.4.4. Advanced Options after Listening to a Message

The following buttons may be pressed in the “Advanced Options” menu while you are listening to a
message.

• “1” Record a message and send it directly to the mailbox of the person that sent you the current message.
• “2” Call the person that left the message back **NOT AVAILALE**.
• “3” Play the message envelope.
• “4” Place an outgoing call. **NOT AVAILABLE**
• “5” Leave a message for another user on the system. See Section 2 for more information.
• “*” Return to the main menu.

3.4. Changing Folders

If you select the option to change folders system will present you with the following options:

• “0” “New” messages.
• “1” “Old” messages.
• “2” “Work” messages.
• “3” “Family” messages.
• “4” “Friends” messages.
• “5” “Folder 5” messages.
• “6” “Folder 6” messages.
• “7” “Folder 7” messages.
• “8” “Folder 8” messages.